

CONVO COMPLAINT LOG 6/1/2017-5/31/2018		Total Contacts Regarding VRS: 125	
Type of Complaint	Resolution	Date of Complaint	Date of Resolution
Video Quality Issue	support for issue was provided	6/19/17	6/19/17
TMobile compatibility issue	support for issue was provided	6/20/17	6/21/17
Log in issue	support for issue was provided	6/22/17	6/22/17
Log in issue	support for issue was provided	6/22/17	6/22/17
Black screen	support for issue was provided	6/23/17	6/26/17
TMobile compatibility issue	counsel about issue was provided	6/27/17	6/27/17
TMobile compatibility issue	support for issue was provided	6/29/17	6/29/17
TMobile compatibility issue	support for issue was provided	7/3/17	7/3/17
Technology complaint re: lighting too dark	counsel about issue was provided	7/6/17	7/6/17
Video quality issue - Network connection shaky	counsel about issue was provided	7/3/17	7/6/17
TMobile compatibility issue	support for issue was provided	7/6/17	7/16/17
International travel pre registration issue	support for issue was provided	7/6/17	7/6/17
Log in issue	support for issue was provided	7/6/17	7/6/17
Call disconnected	No response from customer	7/8/17	7/10/17
Log in issue	support for issue was provided	7/10/17	7/10/17
Log in issue	support for issue was provided	7/10/17	7/10/17
TMobile compatibility issue	support for issue was provided	7/10/17	7/11/17

Log in issue	support for issue was provided	7/12/17	7/12/17
Log in issue	support for issue was provided	7/13/17	7/13/17
Video quality issue	counsel about issue was provided	7/14/17	7/14/17
Log in issue	support for issue was provided	7/14/17	7/14/17
TMobile compatibility issue	support for issue was provided	7/18/17	7/18/17
Video quality issue	counsel about issue was provided	7/18/17	7/18/17
Inbound calls not connecting	support for issue was provided	7/20/17	7/19/17
Call quality issue - video froze	counsel about issue was provided	7/20/17	7/20/17
Log in issue	support for issue was provided	7/24/17	7/24/17
Inbound calls not connecting	support for issue was provided	7/25/17	7/25/17
Call disconnected - network issue	counsel about issue was provided	7/26/17	7/26/17
TMobile compatibility issue	support for issue was provided	7/27/17	7/27/17
Video quality issue	counsel about issue was provided	7/27/17	7/27/17
Connection issue - black screen	support for issue was provided	7/27/17	7/27/17
Inbound call issue	support for issue was provided	7/26/17	7/27/17
Inbound call issue	support for issue was provided	8/1/17	8/1/17
Outbound call issue	counsel about issue was provided	8/1/17	8/1/17
Outbound call issue	support for issue was provided	8/4/17	8/8/17
Connection issue - black screen	support for issue was provided	8/8/17	8/8/17

Connection issue - black screen	support for issue was provided	8/7/17	8/8/17
TMobile compatibility issue	support for issue was provided	8/9/17	8/11/17
Call quality issue - video frozen	counsel about issue was provided	8/8/17	8/14/17
Inbound call issue	counsel about issue was provided	8/10/17	8/17/17
Server wouldn't connect	support for issue was provided	8/17/17	8/17/17
Log in issue	support for issue was provided	8/17/17	8/17/17
Inbound calls disconnect	counsel about issue was provided	8/11/17	8/17/17
Compatibility issue with MetroPCS	counsel about issue was provided	8/23/17	8/23/17
Complaint about VI	counsel about issue was provided	8/12/17	8/14/17
Call quality issue - video frozen	counsel about issue was provided	8/25/17	8/25/17
Compatibility issue with MetroPCS	counsel about issue was provided	9/6/17	9/7/17
Outbound call issue	support for issue was provided	9/5/17	9/7/17
Outbound call issue	support for issue was provided	8/28/17	8/28/17
Outbound call issue	support for issue was provided	8/31/17	8/31/17
Unable to make international call despite pre-registering	support for issue was provided	9/7/17	9/7/17
Calls disconnect	counsel about issue was provided	9/7/17	9/7/17
Compatibility issue with TMobile	support for issue was provided	9/12/17	9/14/17
Complaint about VI	counsel about issue was provided	9/15/17	9/15/17
Compatibility issue with TMobile	support for issue was provided	9/16/17	9/18/17

Unable to make call	support for issue was provided	9/11/17	9/15/17
Unable to log in due to firewall at workplace	support for issue was provided	9/20/17	9/22/17
Disconnecting issue	support for issue was provided	10/4/17	10/4/17
Video quality issue	support for issue was provided	10/6/17	10/6/17
Compatibility issue with MetroPCS	counsel about issue was provided	10/9/17	10/9/17
Server issue - wouldn't connect	support for issue was provided	10/6/17	10/8/17
Compatibility issue with Windows Vista	support for issue was provided	10/11/17	10/11/17
Call quality issue - video frozen	counsel about issue was provided	10/12/17	10/12/17
Log in issue	support for issue was provided	10/18/17	10/18/17
Compatibility issue with TMobile	support for issue was provided	10/19/17	10/19/17
Server issue - wouldn't connect	support for issue was provided	10/25/17	10/25/17
Disconnecting issue	support for issue was provided	10/25/17	10/25/17
Connection issue - black screen	support for issue was provided	10/26/17	10/26/17
Connection issue - black screen	support for issue was provided	10/26/17	10/26/17
Connection issue - black screen	support for issue was provided	10/31/17	10/31/17
Disconnecting issue	support for issue was provided	11/1/17	11/3/17
Connection issue - black screen and disconnects	support for issue was provided	11/12/17	11/12/17
Connection issue - black screen	counsel about issue was provided	11/9/17	11/13/17
Video quality issue	counsel about issue was provided	11/6/17	11/7/17

Log in issue	support for issue was provided	11/27/17	11/27/17
Inbound call connection issue	support for issue was provided	11/28/17	11/28/17
Log in issue	support for issue was provided	11/30/17	11/30/17
Log in issue	support for issue was provided	11/30/17	11/30/17
Log in issue	support for issue was provided	12/4/17	12/4/17
Connection issue - black screen	support for issue was provided	12/12/17	12/12/17
Inbound call connection issue	support for issue was provided	12/15/17	12/15/17
Log in issue	support for issue was provided	12/15/17	12/15/17
Log in issue	support for issue was provided	12/19/17	12/19/17
Log in issue	support for issue was provided	12/20/17	12/20/17
Inbound call connection issue	support for issue was provided	12/29/17	12/29/17
Connection issue - black screen	support for issue was provided	1/2/17	1/2/17
Complaint about VI	counsel about issue was provided	1/3/17	1/3/17
Log in issue	support for issue was provided	1/4/17	1/4/17
Connection issue - needed network assistance	support for issue was provided	1/3/17	1/4/17
Server issue - wouldn't connect	support for issue was provided	1/5/17	1/5/17
Server issue - wouldn't connect	support for issue was provided	1/5/17	1/5/17
Server issue - wouldn't connect	support for issue was provided	1/5/17	1/5/17
Server issue - wouldn't connect	support for issue was provided	1/5/17	1/5/17

Inbound call connection issue	support for issue was provided	1/8/17	1/8/17
Video quality complaint	support for issue was provided	1/10/17	1/10/17
Compatibility issue with MetroPCS	counsel about issue was provided	1/15/17	1/15/17
Connection issue - frozen screen	support for issue was provided	1/10/17	1/10/17
Inbound and outbound call issue - server down	support for issue was provided	1/17/17	1/17/17
Inbound call connection issue	support for issue was provided	1/18/17	1/18/17
Compatibility issue with MetroPCS	support for issue was provided	1/18/17	1/18/17
Inbound calls missed	support for issue was provided	1/18/17	1/18/17
Connection issue - black screen	support for issue was provided	1/25/17	1/25/17
Connection issue - black screen	support for issue was provided	1/29/17	1/29/17
Call quality issue	support for issue was provided	2/1/17	2/1/17
Call connection issue - video shaky	counsel about issue was provided	2/1/17	2/1/17
Outbound call issue - cannot connect	counsel about issue was provided	2/6/17	2/7/17
Complaint about VI	counsel about issue was provided	1/31/17	2/19/17
Complaint about VI	counsel about issue was provided	2/2/17	2/20/17
Connection issue - black screen	support for issue was provided	2/21/17	2/21/17
Connection issue - call disconnected	support for issue was provided	2/22/17	2/22/17
Compatibility issue with MetroPCS	support for issue was provided	2/25/17	3/1/17
Outbound call issue - cannot connect	support for issue was provided	3/5/18	3/5/18

Long wait time	counsel about issue was provided	3/4/18	3/4/18
Connection issue - black screen	support for issue was provided	3/6/18	3/8/18
Connection issue - black screen	support for issue was provided	3/14/18	3/14/18
Inbound call issue	support for issue was provided	3/14/18	3/15/18
Video quality issue	counsel about issue was provided	3/23/18	3/23/18
Video quality issue	counsel about issue was provided	3/29/18	3/30/18
Video quality issue	counsel about issue was provided	3/26/18	3/26/18
Video quality issue	support for issue was provided	4/17/18	4/19/18
Complaint about VI	counsel about issue was provided	4/27/18	4/27/18
Call connection issue - calls dropped	counsel about issue was provided	4/28/18	5/29/18
Long wait time	counsel about issue was provided	5/15/18	5/15/18